



Installation Instructions for Palo Alto VPN Client

The Port Houston Palo Alto VPN Client will allow a user to access the Port's network from any internet connection. This VPN Client must be installed and configured on the user's computer. When connected to the Port's VPN you will be restricted to the Port's internet browsing policy.

You will need:

- An internet connection
- The host address of our VPN: **<https://phavpn.poha.com>**
- Your User ID on the Port's network (not PHA email address)
- Your Password on the Port's network

Instructions:

- 1. Install the software. (This will need to be performed once.)**
 - a. Close all active windows on your computer, as you will have to reboot in later steps.
 - b. Open your web browser (Internet Explorer).
 - c. Go to the following website: <https://phavpn.poha.com>
 - d. Use your Port supplied User ID and password to login to the Portal.

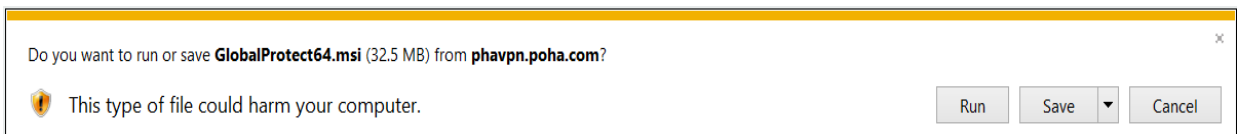


- e. Select the correct link that corresponds to your operating system.



The image shows the Palo Alto Networks GlobalProtect Portal. At the top left is the Palo Alto Networks logo. Below it, the text "GlobalProtect Portal" is centered. Underneath, there are three links: "Download Windows 32 bit GlobalProtect agent", "Download Windows 64 bit GlobalProtect agent", and "Download Mac 32/64 bit GlobalProtect agent". Below these links, there are three paragraphs of text: "Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent.", "Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.", and "Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent."

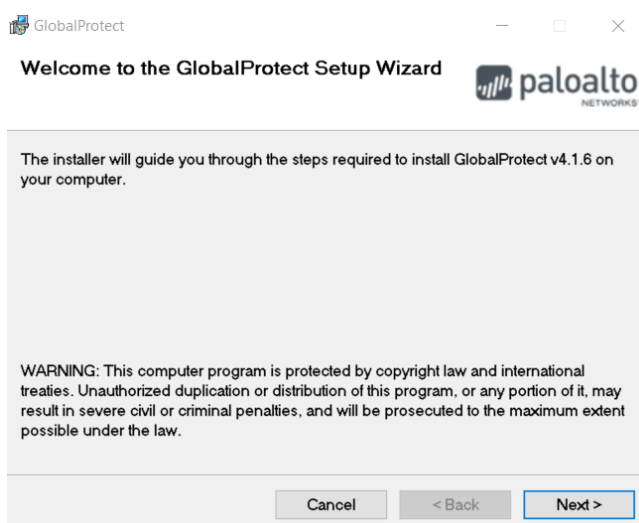
f. Click **Save**.



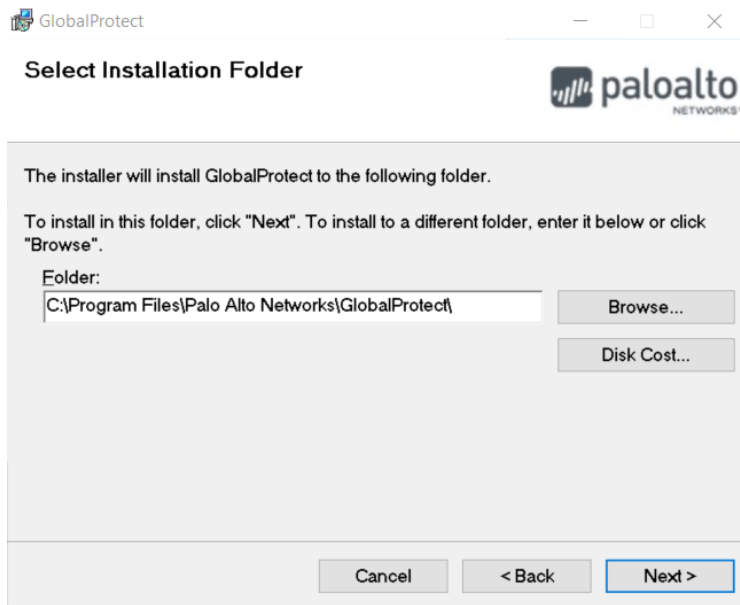
g. Click **Run**.



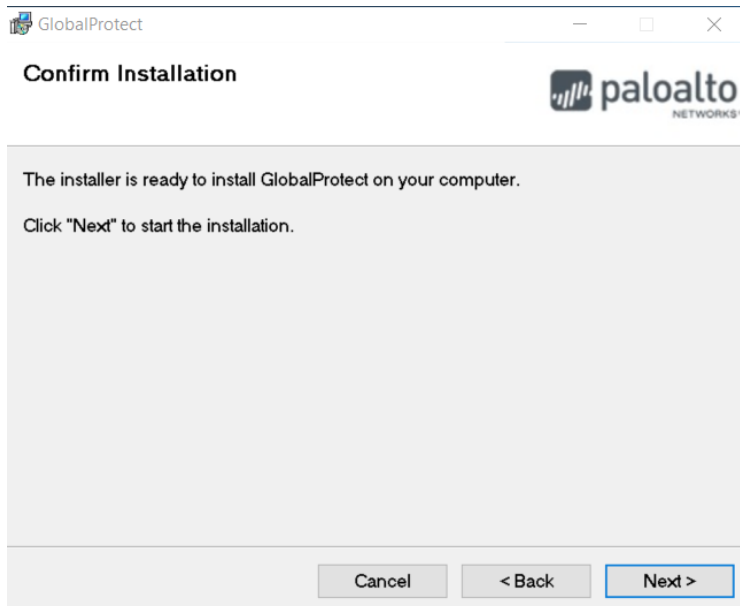
h. When the Wizard dialog box opens, click **Next**.



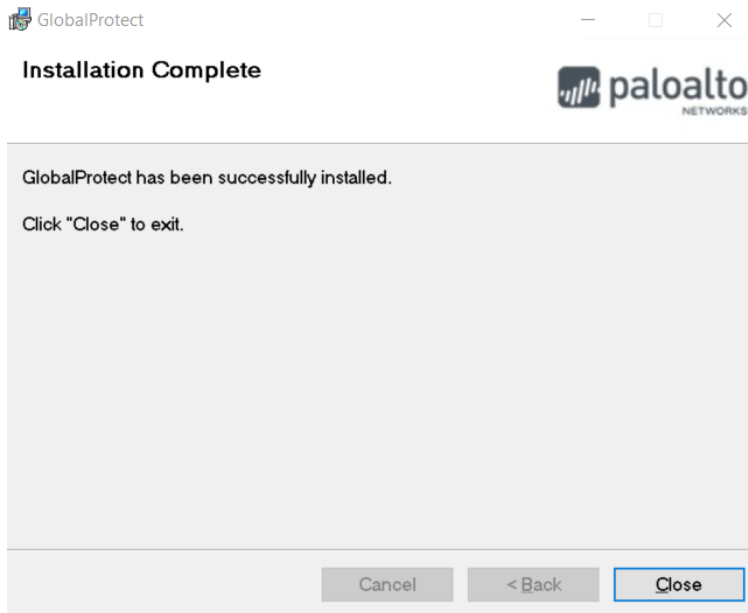
i. Click **Next**.



j. Click **Next**.



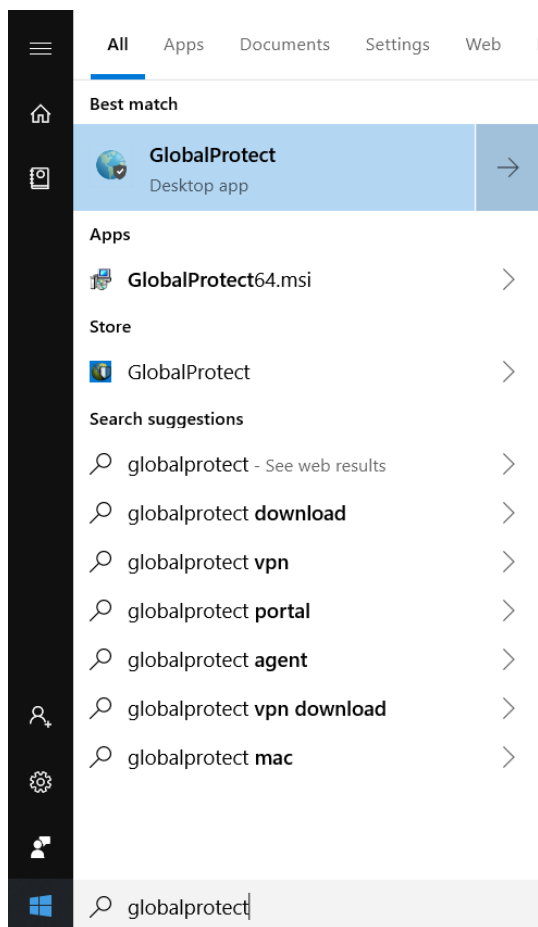
k. Click Close to complete the installation of the client.



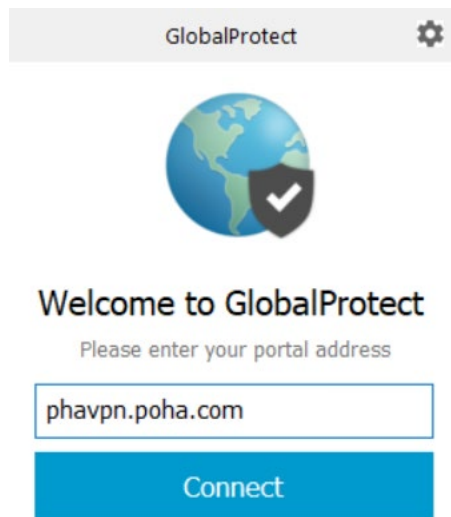
- I. To complete the installation process, please restart the computer. If you do not restart, you may have issues connecting to the gateway.

2. Accessing the Port's VPN Connection.

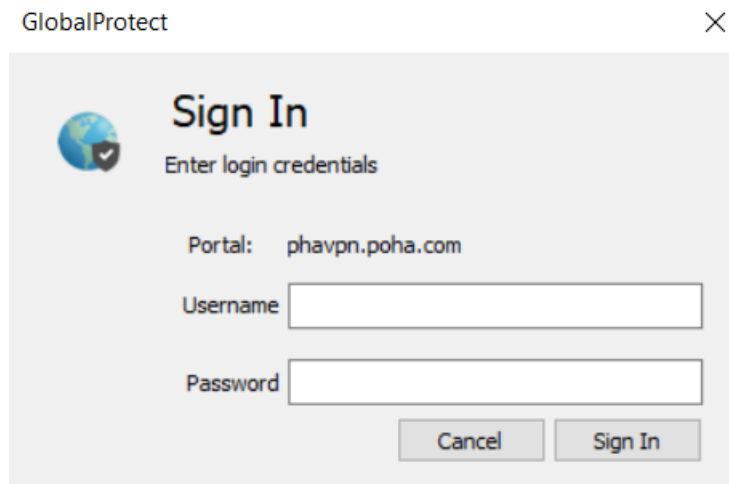
- a. From Windows, click START from the menu bar.
- b. Search for GlobalProtect and open the program.



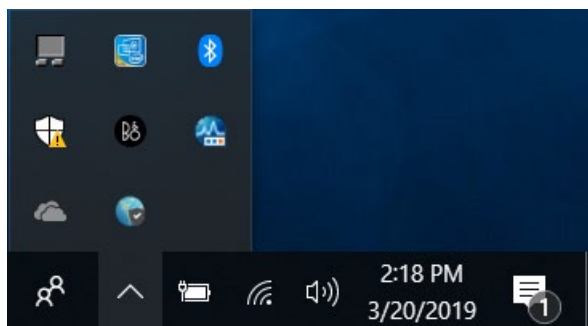
- c. This will launch the GlobalProtect VPN Client dialog box. Enter the portal address, phavpn.poha.com and click Connect.



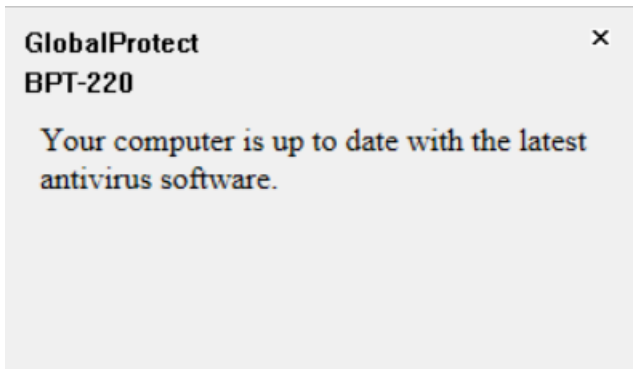
- d. Enter your POHA network username and password




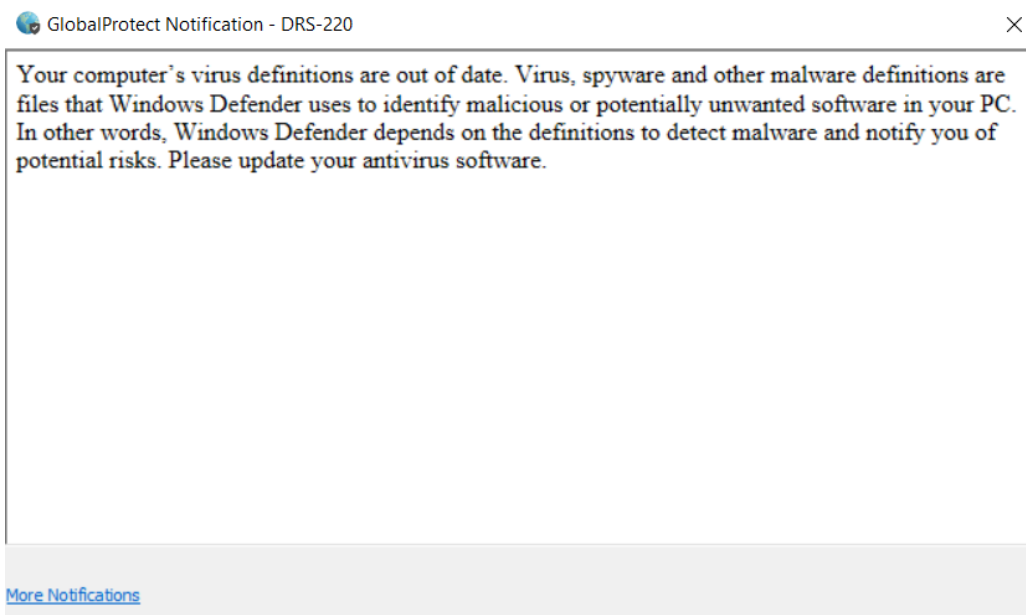
- e. Click Sign In to connect to the POHA network
f. Once you're successfully signed into the PHA VPN, the VPN Client User Authentication screen will be removed from the screen. The system will install a globe icon in the system tray in the bottom right corner of your screen.



- g. The VPN client will then check to verify if your device is secure or not. You will be presented the screenshot below:



- j. This  icon means that the VPN connection is active. All further internet activity will go through the Port's connection until the PHA VPN connection is disconnected.
- k. If you receive the screenshot below, please make sure your antivirus is updated and your machine has all Windows Updates installed. *Please note, if you have a software like Malwarebytes installed on your machine you will be presented the screenshot below even if your antivirus is updated. You will be unable to access the network if you receive this message.*



- l. For tenants or contractors, use your web browser (Internet Explorer) and enter the URL or link provided to you for access to the website you will be working in.
- m. Be sure to disconnect from the Palo Alto VPN client when you are finished.
- a. To disconnect, left click on the globe and click on Disconnect.

GlobalProtect



Connected

Your connection has been secured

Disconnect

Gateway

BPT-VPN_Gateway ▼

The Gateway name
may not look the same
as noted